Docket No. 50325-0504

AMENDMENT TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1	1. (currently	amended)	A method for monitoring a level of network service offered by
2	a serv	ice provider,	the method comprising the computer-implemented steps of:
3	receiv	ing <u>a schema</u>	that provides a configuration for monitoring a service level
4		contract, w	nerein the schema comprises data defining one or more tests for
5		monitoring	the level of network service that is being provided to a particular
6		customer ; c	reating and storing and information defining a specific time range
7		for when th	e one or more tests are to be <u>performed enforced</u> ;
8	distrib	outing the one	e or more tests to one or more agents, wherein the one or more
9		agents are o	configured to communicate with devices that are associated with
10		the network	; and
11	config	guring the dev	vices to perform the one or more tests within the specific time
12		range.	
1	2. (Original)	The method	recited in claim 1, further including the steps of:
2	receiv	ing result inf	ormation based on the devices performing the one or more tests;
3		and	
4	creatir	ng and storing	g reporting information that indicates whether the customer is
5		receiving, d	uring the specific time range, the level of network service offered
6		by the servi	ce provider.

3. (cancelled) 1

1	4. (currently amended) The method recited in claim-3 1, further comprising the steps	
2	of:	
3	generating a said schema being based on Extensible Markup Language (XML), and	
4	wherein the schema provides a template for defining a service level contract;	
5	and	
5	wherein the step of receiving information defining the one or more tests includes the	
7	step of receiving data defining a models the service level contract based on	
3	said schema.	
1	5. (currently amended) The method recited in claim 1, further comprising the steps of:	,
2	generating, at a server, interface data for defining-a the schema for monitoring the	
3	service level contract; and	
4	communicating the interface data to a client that is remote from said server, wherein	
5	the interface data allows users to define specific times for monitoring the leve	:l
5	of service that is being provided by the service provider.	
l	6. (Original) The method recited in claim 1, wherein:	
2	the step of configuring the devices includes the step of configuring the devices to	
3	perform the one or more tests only within the specific time range.	
l	7. (currently amended) A computer readable medium carrying sequences of	
2	instructions for monitoring a level of network service offered by a service provider,	
3	the sequences of instructions including instructions for performing the steps of:	

4	receiving a schema that provides a configuration for monitoring a service level
5	contract, wherein the schema comprises data defining one or more tests for
6	monitoring the level of network service that is being provided to a particular
7	customer; creating and storing and information defining a specific time range
8	for when the one or more tests are to be performed enforced;
9	distributing the one or more tests to one or more agents, wherein the one or more
· 10	agents are configured to communicate with devices that are associated with
. 11	the network; and
12	configuring the devices to perform the one or more tests within the specific time
13	range.
1	8. (Original) The computer readable medium recited in claim 7, further comprising
2	instructions for performing the steps of:
3	receiving result information based on the devices performing the one or more tests;
4	and
5	creating and storing reporting information that indicates whether the customer is
6	receiving, during the specific time range, the level of network service offered
7	by the service provider.
1	9. (cancelled)
1	10. (currently amended) The computer readable medium recited in claim 97, further
2	comprising instructions for performing the steps of:

3	generating a said schema being based on Extensible Markup Language (XML), and
4	wherein the schema provides a template for defining a service level contract;
5	and
6	wherein the step of receiving information defining the one or more tests includes the
7	step of receiving data defining models the a service level contract based on
8	said schema.
1	11. (currently amended) The computer readable medium recited in claim 7, further
2	comprising instructions for performing the steps of:
3	generating, at a server, interface data for defining a the schema for monitoring the
4	service level contract; and
5	communicating the interface data to a client that is remote from said server, wherein
6	the interface data allows users to define specific times for monitoring the level
7	of service that is being provided by the service provider.
1	12. (Original) The computer readable medium recited in claim 7, wherein:
2	the step of configuring the devices includes the step of configuring the devices to
3	perform the one or more tests only within the specific time range.
1	13. (currently amended) A network device configured for monitoring a level of network
2	service offered by a service provider, comprising:
3	a network interface;
4	a processor coupled to the network interface and receiving information from the
5	network interface;
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6	a computer-readable medium accessible by the processor and comprising one or more
7	sequences of instructions which, when executed by the processor, cause the processor
8	to carry out the steps of:
9	receiving a schema that provides a configuration for monitoring a service
10	level contract, wherein the schema comprises data defining one or
11	more tests for monitoring the level of network service that is being
12	provided to a particular customer; ereating and storing and information
13	defining a specific time range for when the one or more tests are to be
14	performed enforced;
15	distributing the one or more tests to one or more agents, wherein the one or
16	more agents are configured to communicate with devices that are
17	associated with the network; and
18	configuring the devices to perform the one or more tests within the specific
19	time range.
1	14. (currently amended) The network device recited in claim 13, wherein the sequence
2	of instructions further comprise including the steps of:
3	receiving result information based on the devices performing the one or more tests;
4	and
5	creating and storing reporting information that indicates whether the customer is
6	receiving, during the specific time range, the level of network service offered
7	by the service provider.
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15. (cancelled)

1	16. (currently amended) The network device recited in claim 1513, further comprising
2	the steps of:
3	generating a said schema being based on Extensible Markup Language (XML), and
4	wherein the schema provides a template for defining a service level contract;
5	and
6	wherein the step of receiving information defining the one or more tests includes the
7	step of receiving data defining a models the service level contract based on
8	said-schema.
1	17. (currently amended) The network device recited in claim 13, wherein the sequence
2	of instructions further comprises comprising the steps of:
3	generating, at a server, interface data for defining a the schema for monitoring the
4	service level contract; and
5	communicating the interface data to a client that is remote from said server, wherein
6	the interface data allows users to define specific times for monitoring the level
7	of service that is being provided by the service provider.
1	18. (Original) The network device recited in claim 13, wherein:
2	the step of configuring the devices includes the step of configuring the devices to
3	perform the one or more tests only within the specific time range.
1	19. (currently amended) A network device configured for monitoring a level of network
2	service offered by a service provider, comprising:
3	means for receiving a schema that provides a configuration for monitoring a service
4	level contract, wherein the schema comprises data defining one or more tests

5	for monitoring the level of network service that is being provided to a
6	particular customer; means for creating and storing and information defining a
7	specific time range for when the one or more tests are to be performed
8	enforced;
9	means for distributing the one or more tests to one or more agents, wherein the one or
10	more agents are configured to communicate with devices that are associated
. 11	with the network; and
. 12	means for configuring the devices to perform the one or more tests within the specific
13	time range.
1	20. (Original) The network device recited in claim 19, further including:
2	means for receiving result information based on the devices performing the one or
3	more tests; and
4	means for creating and storing reporting information that indicates whether the
5	customer is receiving, during the specific time range, the level of network
6	service offered by the service provider.